



BOARD OF COMMISSIONERS

1 S. Main St., 9th Floor
Mount Clemens, Michigan 48043
586-469-5125 FAX 586-469-5993
macombcountymi.gov/boardofcommissioners

TECHNOLOGY AND COMMUNICATIONS COMMITTEE

MONDAY, MARCH 16, 2009

AGENDA

1. Call to Order
2. Pledge of Allegiance
3. Adoption of Agenda
4. Approval of Minutes Dated 02-02-09 (previously distributed)
5. Public Participation
6. Miscellaneous Department Requests: (mailed)
 - a) Circuit Court Probation (1 request)
 - b) MCCSA (2 requests)
 - c) Register of Deeds (1 request)
 - d) Sheriff's Office (3 requests)
7. Approve Issuance of a RFP for a Redundant Internet Service Provider (mailed)
8. Adopt Recommendation on Printer Cost Savings (mailed)
9. Receive and File Email Subscription Service – Information Update (mailed)
10. Monthly Report from Office of Public Affairs (mailed)
11. Report from Lobbyist (mailed)
12. New Business
13. Public Participation
14. Adjournment

MEMBERS: Accavitti-Chair, Boyle-Vice Chair, DiMaria, Szczepanski, Duzyj, Bruley, D. Flynn, Moceri, Sprys and Gielegghem (ex-officio)

MACOMB COUNTY BOARD OF COMMISSIONERS

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Kathy D. Vosburg - District 25
Jeffery S. Sprys - District 26

6 a)

RESOLUTION NO. _____

FULL BOARD MEETING DATE: _____

AGENDA ITEM: _____

MACOMB COUNTY, MICHIGAN

RESOLUTION TO: Approve the purchase of one (1) Cell Phone for Probation – Circuit Court Department at a one-time cost of \$ 0.00 and a monthly recurring charge of \$55.00; funding is available in the Probation – Circuit Court Fund.

INTRODUCED BY: Commissioner Frank Accavitti, Jr., Chair, Technology and Communications Committee

COMMITTEE/MEETING DATE

TAC Committee March 16, 2009

**INFORMATION TECHNOLOGY
WIRELESS EQUIPMENT REQUEST**

**INSTRUCTIONS: ONE FORM TO BE COMPLETED PER EACH PIECE OF EQUIPMENT, I.e.
CELL PHONE, BLACKBERRY, AIR CARD**

Name of individual to whom the wireless device will be issued: Lori Leduc
Department: Circuit Probation Equipment requested: cell phone

In June of 2000, the Macomb County Board of Commissioners adopted the "Cell Phone and Mobile Two-Way Communication Policy". This Policy specified acceptable criteria for acquisition and use of these devices.

CHECK BELOW APPLICABLE CRITERIA:

- ☒ 1. Safety and welfare of employees and citizens
- ☒ 2. Emergency response
- ☒ 3. Efficiency of operations
- ☐ 4. Cost effective over use of employee's private cellular phone

Equipment purchase cost: \$ 0⁰⁰ Free
Requesting Department's purchase funding source: NA
Monthly service charge: \$ 55⁰⁰
Requesting Department's Monthly service funding source: 10115201 72624 92110

NOTE: FUNDING SOURCE MUST BE SUSTAINABLE ON AN ONGOING BASIS FOR MONTHLY SERVICE CHARGES; OTHERWISE, SERVICE WILL BE AUTOMATICALLY DISCONNECTED.

Authorized department requestor KAREN OVERHOLT Karen Overholt
Print name Signature

☒ Finance Budget verified Daniel Butcher Jr., SR. BUDGET ANALYST
Finance Signature

TAC
ASC MEETING DATE: 3/16/09

Submitted by: [Signature]
Information Technology Director

RESOLUTION NO. _____

FULL BOARD MEETING DATE: _____

AGENDA ITEM: _____

MACOMB COUNTY, MICHIGAN

RESOLUTION TO: Approve the purchase of three (3) Wireless Air Cards for MCCA – Weatherization at a one-time cost of \$ 0.00 and a monthly recurring charge of \$42.99 each; funding is available in the Community Action Center Improvement Grant Fund which is billed and reimbursed on a monthly basis by the Federal Government.

INTRODUCED BY: Commissioner Frank Accavitti, Jr., Chair, Technology and Communications Committee

COMMITTEE/MEETING DATE



TAC Committee March 16, 2009

**INFORMATION TECHNOLOGY
WIRELESS EQUIPMENT REQUEST****INSTRUCTIONS: ONE FORM TO BE COMPLETED PER EACH PIECE OF EQUIPMENT, i.e.
CELL PHONE, BLACKBERRY, AIR CARD**Name of individual to whom the wireless device will be issued: Field Worker (TBD)Department: MCCSA Equipment requested: air card

In June of 2000, the Macomb County Board of Commissioners adopted the "Cell Phone and Mobile Two-Way Communication Policy". This Policy specified acceptable criteria for acquisition and use of these devices.

CHECK BELOW APPLICABLE CRITERIA:

- ☐ 1. Safety and welfare of employees and citizens
- ☐ 2. Emergency response
- ☒ 3. Efficiency of operations
- ☐ 4. Cost effective over use of employee's private cellular phone

Equipment purchase cost: \$ 0.00Requesting Department's purchase funding source: N/AMonthly service charge: \$ 42.99Requesting Department's Monthly service funding source: 301/89107/92110 (non-county) (Rem 96101)**NOTE: FUNDING SOURCE MUST BE SUSTAINABLE ON AN ONGOING BASIS FOR
MONTHLY SERVICE CHARGES; OTHERWISE, SERVICE WILL BE
AUTOMATICALLY DISCONNECTED.**Authorized department requestor Frank T. Taylor, Director 
Print name Signature☒ Finance Budget verified David A. Stetler Jr., Senior Budget Analyst 2/19/09
Finance SignatureTAC MEETING DATE: MARCH 16, 2009Submitted by: 
Information Technology Director

**INFORMATION TECHNOLOGY
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Print name Signature☒ Finance Budget verifiedDavid A. Stetler for Senior Budget Analyst 2/19/09
Finance SignatureTAC MEETING DATE: MARCH 16, 2009Submitted by: [Signature]
Information Technology Director

**INFORMATION TECHNOLOGY
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Print name Signature☒ Finance Budget verified*David A. Stetler* *Senior Budget Analyst* 2/19/09
Finance SignatureTAC MEETING DATE: MARCH 16, 2009Submitted by: *[Signature]*
Information Technology Director

RESOLUTION NO. _____

FULL BOARD MEETING DATE: _____

AGENDA ITEM: _____

MACOMB COUNTY, MICHIGAN

RESOLUTION TO: Approve the purchase of seven (7) Laptop computers; seven (7) Microsoft Office Standard 2007 licenses; seven (7) Zone Alarm Pro licenses; seven (7) Lavasoft Ad-Aware licenses; seven (7) GroupWise licenses; three (3) HP LaserJet Printers for the MCCSA Weatherization Program at a cost not to exceed \$14,559.15; funding is available in the Federal Energy Grant and Community Action Center Improvement Grant Funds.

INTRODUCED BY: Commissioner Frank Accavitti, Jr., Chair, Technology and Communications Committee

COMMITTEE/MEETING DATE

TAC Committee March 16, 2009

REQUESTED BY: MCCA Department

REQUEST: Seven (7) Dell Latitude Laptops with software
Three (3) HP Laser Jet P2015dn Printers

RECOMMENDATION AND COST:

Seven (7)	Dell Latitude D830 Laptops	\$	1,520.87	Ea.
Seven (7)	Microsoft Office 2007 licenses	\$	249.17	Ea.
Seven (7)	ZoneAlarm Pro 5 licenses	\$	34.51	Ea.
Seven (7)	Lavasoft Ad-Aware licenses	\$	38.81	Ea.
Seven (7)	GroupWise licenses	\$	81.50	Ea.
Three (3)	HP LaserJet P2015dn Printers	\$	361.71	Ea.

TRAINING COST: None

INSTALLATION COST: None

LEASE AND/OR MAINTENANCE COST: None

JUSTIFICATION:

The equipment and software requested will be used by the Weatherization program's existing inspectors and recently added inspectors to the Federal Energy Grant and Community Action Center Improvement Grant Programs. The grant projects employ staff to do pre- and post- inspections of low income homes for weatherization needs. The inspectors will work in conjunction with the action centers to evaluate weatherization requirements and completed contract work. The inspectors of the program create home assessment/evaluation reports and capture the data information into a program database that stores the data for post evaluations and reporting.

RESOLUTION NO. _____

FULL BOARD MEETING DATE: _____

AGENDA ITEM: _____

MACOMB COUNTY, MICHIGAN

RESOLUTION TO: Approve the purchase of one (1) Wireless Air for the County Clerk at a one time cost of \$ 0.00 and a monthly recurring charge of \$42.99; funding is available in the Register of Deeds – Automation Fund.

INTRODUCED BY: Commissioner Frank Accavitti, Jr., Chair, Technology and Communications Committee

COMMITTEE/MEETING DATE

TAC Committee March 16, 2009

**INFORMATION TECHNOLOGY
WIRELESS EQUIPMENT REQUEST**

INSTRUCTIONS: ONE FORM TO BE COMPLETED PER EACH PIECE OF EQUIPMENT, i.e. CELL PHONE, BLACKBERRY, AIR CARD

Name of individual to whom the wireless device will be issued: Todd Schmitz

Department: The County Clerk Equipment requested: Wireless Air Card
(VZW UW150)

In June of 2000, the Macomb County Board of Commissioners adopted the "Cell Phone and Mobile Two-Way Communication Policy". This Policy specified acceptable criteria for acquisition and use of these devices.

CHECK BELOW APPLICABLE CRITERIA:

- ☐ 1. Safety and welfare of employees and citizens
- ☐ 2. Emergency response
- ☒ 3. Efficiency of operations
- ☐ 4. Cost effective over use of employee's private cellular phone

Equipment purchase cost: \$ 0.00

Requesting Department's purchase funding source: Register of Deeds - Automation Fund

Monthly service charge: \$ 42.99 (~~27023601-92110~~)

Requesting Department's Monthly service funding source: Register of Deeds - Automation Fund ll
(~~27023601-92110~~)

NOTE: FUNDING SOURCE MUST BE SUSTAINABLE ON AN ONGOING BASIS FOR MONTHLY SERVICE CHARGES; OTHERWISE, SERVICE WILL BE AUTOMATICALLY DISCONNECTED.

Authorized department requestor Todd Schmitz [Signature]
Print name Signature

☒ Finance Budget verified David Stetler Jr. Senior Budget Analyst 3/2/09
Finance Signature

TAC MEETING DATE: March 16, 2009

Submitted by: [Signature]
Information Technology Director

RESOLUTION NO. _____

FULL BOARD MEETING DATE: _____

AGENDA ITEM: _____

MACOMB COUNTY, MICHIGAN

RESOLUTION TO: Approve the purchase of eight (8) high-speed color duplex scanners for the Sheriff's Office at a cost not to exceed \$7,191.36; funding is available in the Justice Assistance Grant Fund.

INTRODUCED BY: Commissioner Frank Accavitti, Jr., Chair, Technology and Communications Committee

COMMITTEE/MEETING DATE

TAC Committee March 16, 2009

INFORMATION TECHNOLOGY
RECOMMENDATION

Page 2

REQUESTED BY: Sheriff's Office

REQUEST: Eight 8) High Speed Color Duplex Scanners

RECOMMENDATION AND COST:

Eight (8) Fujitsu FI-6130 Scanner \$ 898.92 Ea.

TRAINING COST: None

INSTALLATION COST: None

LEASE AND/OR MAINTENANCE COST:

JUSTIFICATION:

These scanners are needed in the Sheriff's Records Office. All documents related with an incident which involve the Sheriff's Office are scanned in and permanently linked to the Sheriff's Law Records Management System (LRMS). The current scanners are slow, unreliable and antiquated. The new scanners will greatly improve office efficiency and the record service provided by the Sheriff.

RESOLUTION NO. _____

FULL BOARD MEETING DATE: _____

AGENDA ITEM: _____

MACOMB COUNTY, MICHIGAN

RESOLUTION TO: Approve the purchase of one (1) HP Laser Jet Printer for the Sheriff's Office at a cost not to exceed \$1,295.49; funding is available in the Sheriff's S.E.T Grant Fund.

INTRODUCED BY: Commissioner Frank Accavitti, Jr., Chair, Technology and Communications Committee

COMMITTEE/MEETING DATE

TAC Committee March 16, 2009

INFORMATION TECHNOLOGY
RECOMMENDATION

Page 2

REQUESTED BY: Sheriff's Office

REQUEST: One 1) Laser Jet Printer

RECOMMENDATION AND COST:

One (1) HP LaserJet P4015TN \$ 1,295.49 Ea.

TRAINING COST: None

INSTALLATION COST: None

LEASE AND/OR MAINTENANCE COST:

JUSTIFICATION:

This printer is needed for the Sheriff's Enforcement Team (S.E.T.) office located within the Vic Wertz Building.

RESOLUTION NO. _____

FULL BOARD MEETING DATE: _____

AGENDA ITEM: _____

MACOMB COUNTY, MICHIGAN

RESOLUTION TO: Approve the purchase of one (1) LCD Hard Mounted Projector, one (1) Visual Evidence Presenter, one (1) Interactive Digital Whiteboard, one (1) Video/Audio Scaler and Integrator, one (1) Rack Rail System with Remote RF Control and one (1) Speaker System - Cables and Connectors for the Sheriff's Office at a cost not to exceed \$14,505.00 funding is available in the Correctional Officers Training Grant Fund.

INTRODUCED BY: Commissioner Frank Accavitti, Jr., Chair, Technology and Communications Committee

COMMITTEE/MEETING DATE

TAC Committee March 16, 2009

INFORMATION TECHNOLOGY
RECOMMENDATION

Page 2

REQUESTED BY: Sheriff's Office

REQUEST: One (1) LCD Hard Mounted Projector
One (1) Visual Evidence Presenter
One (1) Interactive Digital Whiteboard
One (1) Video/Audio Scaler and Integrator
One (1) Rack Rail System with Remote RF Control
One (1) Speaker System - Cables and Connectors

RECOMMENDATION AND COST:

One (1)	LCD Hard Mounted Projector	\$	3,635.00	Ea.
One (1)	Visual Evidence Presenter	\$	2,000.00	Ea.
One (1)	Interactive Digital Whiteboard	\$	1,600.00	Ea.
One (1)	Video/Audio Scaler-Integrator	\$	2,235.00	Ea.
One (1)	Rack Rail System with RF Control	\$	1,439.00	Ea.
One (1)	Set of Speakers, Cables, Connectors	\$	\$356.00	Ea.

TRAINING COST: None

INSTALLATION COST: Installation and Programming \$ 3,240.00

LEASE AND/OR MAINTENANCE COST:

JUSTIFICATION:

The Sheriff's Office Training Division continuously conducts training sessions and classes. This training stresses officer and Public safety concerns which reduces risk and liability for the County. The purchase of this system will provide the Sheriff's Training division enhanced capabilities, and a more effective way, to present training materials, media and topics to their staff.

RECYCLABLE PAPER

RESOLUTION NO. _____

FULL BOARD MEETING DATE: _____

AGENDA ITEM: _____

MACOMB COUNTY, MICHIGAN

RESOLUTION TO: Approve the issuance of a Request for Proposal (FRP) for a redundant Internet Servicer Provider.

INTRODUCED BY: Commissioner Frank Accavitti, Jr., Chair, Technology and Communications Committee

COMMITTEE/MEETING DATE

TAC Committee March 16, 2009



INFORMATION TECHNOLOGY

10 N. Main St., 7th Floor
Mount Clemens, Michigan 48043
586-469-0524 FAX 586-469-6547
macombcountymi.gov

C. N. Zerkowski
Director

K. Barbieri
Deputy Director

March 6, 2009

TO: Commissioner Frank Accavitti, Jr., Chair
Technology and Communications Committee
Macomb County Board of Commissioners

FROM: Cyntia N. Zerkowski, Director
Information Technology

SUBJECT: Redundant Internet Services Provider

Recommendation

Approve the issuance of a Request for Proposal for a redundant Internet Services Provider.

Background

The primary Internet Services Provider (ISP) bid was awarded in 2008 and we are now ready to proceed with establishing a redundant Internet connection. The ISP Redundancy project was identified as part of the 2008-2011 IT Business Plan adopted in 2008 by the Board of Commissioners.

A redundant Internet Service Provider will provide the County with a backup Internet connection in the event the primary connection should experience an outage. As the number of applications accessing the Internet has increased, it is important to establish a redundant connection. This redundant connection will include a path to connect to the Internet which is different from the primary connection. Consideration will also be given to using the redundant connection for traffic load-balancing. After bids are received and evaluated, a recommendation will be brought forth to the Board.

CZ/de

MACOMB COUNTY BOARD OF COMMISSIONERS

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Jeffery S. Sprys – District 26



County of Macomb REDUNDANT INTERNET SERVICE PROVIDER Request for Proposal

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Section 4	Redundant ISP Requirements, Specifications, and Pricing	17
Attachment A:	Bidder Compliance Worksheet	20



SECTION 1 - OVERVIEW

Macomb County is located in southeastern Michigan and ranks third in population in the State, with a 2000 census total near 800,000 people, representing a 10% population growth over the 1990 census. Several larger communities populate its southern and central regions while smaller rural and agricultural communities occupy its northern region. The county encompasses 482 square miles and is bordered to the east by Lake St. Clair, a large body of water that is part of the area's Great Lakes waterway.

1.1 Purpose of the RFP

Macomb County is seeking proposals from qualified Internet Services Providers (ISP) to provide dedicated, secured County Internet connections with complete route diversity to compliment Macomb's current DS3 connection. The desired contract term is three (3) years. The intended solution could provide the ability for municipalities within the County to use the County's private network, MACnet, to connect to the internet via the selected Provider.

1.2 Background and Scope

County employee use of the Internet ranges from email and surfing to large file transfers. Macomb County has 2,500 employees of which 75% access the internet.

The County currently uses a 45MB DS3 connection for its main connection and is seeking an ISP with complete physical route diversity for a redundant internet connection.

Under this backdrop, the following requirements are deemed mandatory for the selected ISP:

- a. 10MB minimum bandwidth burstable to 30MB with complete physical route diversity and failover.
- b. Automatic failover configuration from the primary DS3 connection to the redundant link.
- c. Managed services including security and support up to the County's firewall,
- d. Installation/configuration support and 24x7 service for all software, equipment, and physical layer up to the County firewall
- e. Primary and redundant Domain Name services.
- f. Emergency restoration services in place from County D-marc to ISP D-marc.
- g. Network Operations Center operating 24x7,
- h. Trouble ticketing and status updates,
- i. Emergency response within 15 minutes of page/call, operational 24x7,
- j. Continuous monitoring services,



- k. Problem escalation procedures,
- l. Providing one point of contact for County,
- m. Two management accounts for troubleshooting and remote access by the County.
- n. Pricing Menu and Cost differentiation of providing Burstable standby available service and Burstable ready available service as this link may sit idle as it is for a failover configuration.

1.3 ***The Location***

Point of demarcation for this connection will be:

Determined at Mandatory Bidders Meeting



SECTION 2 - INSTRUCTIONS

2.1 **Definitions.**

Bidder - refers to all respondents to this RFP.

Contractor - refers to the successful bidder who is awarded the contract and contracts with the County of Macomb to provide the work described in this document

2.2 **Proposal Submission. Please submit responses to the Request for Proposal (RFP) to:**

**Macomb County Purchasing
Attn: Ms. Polly Helzer
10 North Main Street, 13th Floor
Mt. Clemens, MI 48043
RE: XX-09 Sealed Proposal Item
Solicitation Deadline: 10:00 a.m. TBD**

2.3 **Responses to the RFP must arrive at the above listed address no later than 10:00 AM on the date specified above to be considered for award.**

2.4 One (1) original and three (3) copies of the response to the RFP must be furnished on or before the deadline. Responses will be retained as property of the procuring activity.

2.5 Proposals must be typed or printed in ink. All corrections made by the bidder prior to the opening must be initialed and dated by the bidder. No changes or corrections will be allowed after the RFP responses are opened.

2.6 The responses to this RFP must contain an original signature of an authorized representative of the responding firm.

2.7 The County of Macomb is not liable for any costs incurred by any respondent prior to the issuance of an executed contract. Additional charges and costs submitted at any point after Proposal award is unacceptable. Bidder will retain all risks in pricing, including mathematical calculations and judgment.

2.8 **Bidder Meeting.** A bidders meeting will be held at 1:30 p.m. on TBD in the Board of Commissioners Conference room, 1 South Main Street, 9th floor, Mt. Clemens, Mi. Attendance is not mandatory. This will be an opportunity to submit questions; however, answers will be mailed to all bidders in attendance.



- 2.9 **Bid Opening.** Responses to the RFP received prior to the time of opening will be secured unopened. RFP responses will be opened by the County of Macomb office at the specified time and no Proposals received thereafter will be considered. Responses received after the scheduled receipt time will be marked "TOO LATE" and will be returned unopened to the respondent.
- 2.10 The County of Macomb will not be responsible for the premature opening of an RFP response not properly addressed as identified in paragraph 2.2 above on the outside of the envelope. Failure of a bidder to properly address an RFP response may classify the entire response as "non-responsive".
- 2.11 **Final Award/Contract.** This RFP and bidder's response will become part of the contract document. The intent of this RFP document is to include all items necessary for proper execution and completion of the work for configuring and installing the system.
- 2.12 **Contract Award Basis.** A contract will be awarded to the responsible bidder whose Proposal represents the combination of technical merit and cost most advantageous to the County of Macomb. Bidders are advised that the County of Macomb may make award to other than the low cost bidder. The County of Macomb reserves the right to determine which Proposal demonstrates the requisite competence and offers the greatest value.
- Bids will be analyzed with respect to, but not exclusively, the following criteria:
- Current availability of a packaged solution in productive use
 - Compliance with system requirements
 - Completeness of Bidder questionnaire
 - Product maturity, (i.e., stability, use, technology)
 - Product demonstrations
 - Organizational ability, (i.e., implementation support, post-implementation support, training, responsiveness)
 - Organizational experience with respect to the proposed system
 - Organizational structure, (i.e., local support, help desk, etc.)
 - Documentation
 - Cost, (i.e., purchase and installation, maintenance, support)
 - Compliance to bid response formats and completeness of response
 - Business position
 - Future strategies
- 2.13 The County of Macomb reserves the right to accept or reject any or all RFP's and to waive any irregularities in the best interest of the County of Macomb.



- 2.14 ***Alternate Proposals.*** All Proposals should address all information in the agreement outlined in this RFP. Any deviation or variation from the requested format must be presented under a separate cover and should be marked as an alternate Proposal. The use of alternate Proposals is at the discretion of the County of Macomb.
- 2.15 ***Questions.*** Questions concerning Request for Proposal interpretation should be directed in writing to the following person listed below. Bidder may fax mail, or a written request with questions to:

Bid Process Requirements

Ms. Polly Helzer
Macomb County Purchasing,
13th Floor,
10 North Main Street
Mt. Clemens, MI 48043
Fax: (586) 469-6612

Email donna.sutherland@macombcountymi.gov

All questions must be submitted in writing, phone calls will not be accepted. All bidders will be provided a copy of the written response, including the question and the County's response.

Deadline for bidder questions is TBD.

- 2.16 ***Response Format.*** Bidder's response must include the following information in the same order and format sequence:

- Cover letter (optional)
- Section 1. ***Company information***, including
- Company background
 - Local organization support
 - Regional branch office support
 - Principal line of business
 - Corporate strategic plan for Internet services
 - Training and retention of qualified company staff
 - A copy of your most recently audited financial statements; if publicly traded, provide a copy of the form 10-Q for that quarter which ended your most recent fiscal year
- Section 2. ***Description of technical solution(s)***
NOTE: See SECTION 4 for requirements (contained herein)
- Section 3. ***Completed Bidder questionnaire*** (contained herein)
- Section 4. ***Completed system requirements checklist*** (contained herein).
- Section 5. ***Implementation Plan***, including



Project plan with timeline showing milestones and durations including estimates of the actual person days and elapsed time required for service to be activated
Company resource allocation and responsibilities
Company individual resource qualification and experience including training, certification and experience
Subcontractor qualification and experience including training, certification and experience
County IT resource allocation and responsibilities
County Client department resource allocation and responsibilities

Section 6. *Pricing Summary Worksheet* – See SECTION 4 of RFP for required format

Section 7. *Security and Confidentiality*
Describe how Customer data is handled as part of your monitoring process, i.e., is it accessible or readable.

Section 8. *Bidder References and Customer List*
At least three must be provided.
Must be similar in size to the County of Macomb. Indicate how long reference has been using the product. References are not restricted to governmental references.
Provide a Customer list (separate from references).

Section 9. *Bidder Compliance Worksheet* - See Attachment A for required format

Section 10. *Contract* – Attach a copy of your ISP Services and Support Agreement.

Section 11. *Summary of Recommendation*

Section 12. *Product brochures and literature*

Prior submissions do not satisfy this provision

All information requested in section 2.16 is required for the bid to be considered complete. These requirements will be evaluated by the County of Macomb.

2.17 **Offer Period.** All Proposals shall remain firm for a period of one hundred and eighty (180) days after official opening of the Proposals.

2.18 **Publication.** The successful bidder (contractor) shall not, without first obtaining the written consent of the Purchasing Manager, in any manner, advertise or publish the fact that bidder has contracted to furnish the County of Macomb with the services or material ordered.

2.19 **Delivery and Acceptance.** The Proposal must be F.O.B. destination, and include the cost of shipping, storing, and delivery of the supplies and/or



equipment. Also, the assembly and calibration of equipment must be included. The County of Macomb's acknowledgment of supplies or equipment delivery shall not constitute acceptance of the supplies or equipment. Acceptance takes place after the County of Macomb has inspected and determined the supplies or equipment meets all requirements and service levels are met. Any discrepancies or performance deficiencies noted at the time of acceptance shall be reviewed and the successful bidder shall produce a schedule for corrective action. Should the successful bidder fail to deliver in accordance with the promised delivery schedule or should an emergency supply situation prevail, the County of Macomb reserves the right to purchase an immediate supply from another source.

- 2.20 **Equipment Age.** All equipment must be new, (i.e., in current production and considered state-of-the-art at the time of installation). Remanufactured, refurbished, or reconditioned equipment shall not be provided unless specifically identified in the format proposal; however, is subject to rejection. Any deviation from the specifications must be described in detail or the item offered will be assumed to meet specifications.





SECTION 3 – TERMS AND CONDITIONS

- 3.1 **Compliance with Laws.** As applicable, Contractor specifically warrants and guarantees to the County of Macomb that all proposed products are in compliance with Federal, State and local laws, including but not limited to:

Federal Fair Trade Commission Act
Federal Trade Commission Trade Practice Rules
Fair Packaging and Labeling Act
Federal Food, Drug, and Cosmetic Act
Consumer Product Safety Act of 1972
Federal Insecticide, Fungicide, and Rodenticide Act
Federal Hazardous Substances Act (including the former Federal Caustic Poison Act)
Fair Labor Standards
Wool Products Labeling Act
Occupational Safety and Health Act of 1970
Michigan Occupational Safety and Health Act of 1976
Flammable Fabrics Act

- that contractor will comply with all applicable provisions of Executive Order 11246 and Executive Order 11375, as amended, which requirements are incorporated herein by reference: the Vietnam Era Veterans Readjustment Act of 1974, Executive Order 11701; the Rehabilitation Act of 1973, executive Order 11758; and the rules, regulations, and relevant orders of the Secretary of Labor.
- that contractor does not maintain or provide for its employees any segregated facilities. Contractor agrees that a breach of this Section is a violation of the Equal Opportunity Clause.
- that contractor does not discriminate on the basis of religion, race, creed, national origin, sex, age or handicap and will comply with all applicable Equal Opportunity requirements.

- 3.2 **Product Return.** Should it become necessary to return product(s) to the contracted bidder, the County of Macomb will not be assessed a restocking fee.

- 3.3 **Product Substitution.** If the bidder is unable to cure any defect in quality, quantity, or delivery, the County of Macomb may contract with a substitute supplier and the original successful bidder in default, agrees to credit the pricing difference.



- 3.4 **Liability of Materials.** The contractor shall assume complete responsibility for protecting its work and stored materials from theft, vandalism, and all other risks. Work damaged or materials stolen, whether paid for by the County of Macomb or not, shall be replaced by the contractor at no cost to the County of Macomb.
- 3.5 **Acceptance.** All product(s) will be received by the County of Macomb subject to its right of inspection and rejection. The County of Macomb shall be allowed a reasonable period of time to inspect and test the product(s). The acceptance of software products will be predicated on the completion of a fully integrated users' acceptance test. It is required that all software products pass the user acceptance testing cycle to be accepted by the county. The County of Macomb will notify the contractor of any non-conformance with the terms and conditions of this agreement. The County of Macomb may reject any product(s), which do not conform to the terms and conditions of this agreement. Product(s) so rejected may be returned to the contractor or held by County of Macomb at contractor's risk and expense. Upon rejection of the product(s) by the County of Macomb, contractor shall immediately refund all payments made to contractor by the County of Macomb under this Agreement.
- 3.6 **Macomb County Employment Status.** Contractor's employees, or subcontractor's, who are on site of the County of Macomb premises are not Macomb County employees, and are not subject or benefited by the County of Macomb. The Contractor is responsible for all workers' compensation issues related to labor that Contractor provides to the County of Macomb.
- 3.7 **Notice of Labor Disputes.** Whenever an actual or potential labor dispute is delaying or threatens to delay the timely performance of this agreement, contractor shall immediately give notice thereof, including all relevant information with respect thereto, to the County of Macomb. Contractor shall insert the substance of this paragraph in any subcontract hereunder so that each such subcontract shall provide that, in the event its timely performance is delayed or threatened by delay by any actual or potential labor dispute, the subcontractor shall immediately notify contractor of all relevant information with respect to such dispute.
- 3.8 **Advisement of Delays.** The Contractor will advise the County of Macomb immediately of any problems or potential problems, which may affect the installation date. Contractor will not be liable for damages caused by delay in delivery due to acts of God of the public enemy, acts of the Federal and State government, fires, floods, quarantine restrictions, freight embargoes, or other causes not involving contractors fault or negligence and, unless the materials or supplies or work to be furnished under a subcontract are procurable in the open



market, delays of a subcontractor due to such causes provided that contractor notifies the County of Macomb within five (5) days after such delays become apparent. If the delays exceed thirty (30) days, the County of Macomb may terminate this Agreement and shall receive from the contractor, an immediate refund of all payments made to contractor by the County of Macomb under this agreement.

- 3.9 **Licensure.** The contractor shall secure at contractor's expense; all permits necessary to perform this work and shall pay fees required by the city, state, or federal governments. County of Macomb shall be held blameless if the contractor fails to do so.

3.10 **Insurance.**

COMMERCIAL GENERAL LIABILITY INSURANCE

Shall be written on an occurrence basis with limits of Liability of not less than \$1,000,000 (one million dollars) as combined single limit for each occurrence of bodily injury and personal injury with an annual aggregate of not less than \$2,000,000 (two million dollars). The policy shall include:

- a. Contractual Liability
- b. Products and Completed Operations
- c. Independent Contractors Coverage
- d. Broad Form General Liability Extensions or equivalent

WORKERS' COMPENSATION

Workers' Compensation Insurance meeting Michigan statutory requirements. Employer's Liability Insurance with minimum limits of \$500,000 each accident, \$500,000 bodily injury by disease policy limit, \$500,000 bodily injury by disease each employee.

AUTOMOBILE LIABILITY INSURANCE

Motor Vehicle Liability Insurance including Michigan NO-FAULT Coverage for all vehicles, owned and non-owned, leased and hired used in the performance of this contract with limits of \$1,000,000 (one million dollars) as the combined single limit for each occurrence for bodily injury and property damage.

All certificates of insurance and duplicate policies shall contain the following:



PROFESSIONAL LIABILITY/ERRORS & OMISSIONS

Professional Liability Insurance with minimum limits of \$1,000,000 (one million dollars) each occurrence and \$2,000,000 (two million dollars) aggregate.

The County of Macomb shall be named additional insured on all policies (excluding Worker's Compensation) and the underwriters will have no right of recovery or subrogation against the County of Macomb including its agents, employees, elected and appointed officials and agencies. It being the intention of the parties that the insurance policy so effected will protect both parties in primary coverage for any and all losses covered by the subject policy. The insurance carrier(s) must have an A.M. Best rating of no less than an A-, VII.

The insurance company(s) issuing the policy or policies will have no recourse against the County of Macomb for payment of any premiums or for assessments under any form of policy.

The contractor will assume any and all deductibles in the above any and all deductibles in the above-described insurance policies.

The term "INSURED" is used severally, not collectively, but the inclusion in this policy of more than one insured will not operate to increase the limit of the County's liability.

All certificates are to provide (20) days notice of material change or cancellation. Certificates of insurance must be provided no less than (10) working days before commencement of work to the County of Macomb, Administration Building, One South Main Street, Mt. Clemens, Michigan 48043 Attention: Department of Risk Management.

- 3.11 **Indemnification.** Macomb County will not be responsible for injury to contractor's employees, subcontractors, or to third parties caused by the contractor's agents, servants or employees. Therefore, the contractor agrees to incorporate the below hold harmless agreement into the required insurance and to be evidenced by being contained in the certificate of insurance. Further, the below listed indemnification is incorporated and is part of the subject contract.

The contractor agrees to protect, defend, indemnify and hold the County of Macomb and its commissioners, officers, employees and agents free and harmless from and against any and all losses, penalties, damages, settlements, costs, charges, professional fees, or other expenses or liabilities of every kind and character arising out of or relating to any and all claims, legal fees, liens, demands, court costs, obligations, actions, proceedings or causes of action of



every kind and character in connection with or arising directly or indirectly out of this agreement and/or the performance hereof. Without limiting the generality of the foregoing, any and all such claims, etc. relating to personal injury, death, damage to property, defects in materials or workmanship, or any actual or alleged violation of any applicable statute, ordinance, administrative order, rule or regulation, or decree of any court, shall be included in the indemnity hereunder.

The contractor further agrees to investigate, handle, respond to, provide defense for and defend any such claims, etc. at his sole expense and agrees to bear all other costs and expenses related hereto, even if it (claims, etc.) is groundless, false or fraudulent. In any case in which this indemnification would violate legal prohibition, the foregoing provision concerning indemnification shall not be construed to identify the County for damage arising out of bodily injury to persons or damage to property caused by or resulting from the sole negligence of the County, its commissioners, officers, employees or agents.

3.12 **Governmental Immunity.** Contractor agrees nothing in this Agreement shall be construed as waiving any and all governmental immunity provided to the County of Macomb under the Governmental Claims Act or by a court of law.

3.13 **Warranty.** Contractor warrants that all product(s):

- will comply with all applicable laws, rules and regulations
- will be free from defects in material and workmanship
- will conform to specifications, drawings, other descriptions, and samples accepted by the County of Macomb
- will be merchantable
- if ordered for a stated purpose, will be fit for such purpose

Contractor also warrants that, to the extent such product(s) are not manufactured pursuant to detailed designs furnished by the County of Macomb; they will be free from defects in design. Such warranties, including warranties prescribed by law, shall run to the County of Macomb, its customers and patients, and to end users of the product(s) for a period of one (1) year after acceptance by the County of Macomb or such longer period as may be prescribed by law or additional agreement.

3.14 **Performance Warranty.** Contractor warrants that services will be performed in a timely and professional manner by qualified professional personnel; and that the services shall conform to the standards generally observed in the industry for similar services. Contractor warrants that the contractor's performance of the services shall be in compliance with all applicable laws, rules and regulations.



- 3.15 **Price Warranty.** Contractor in the response warrants that the prices charged to the County of Macomb as indicated are no higher than prices charged on orders placed by others for similar quantities on similar conditions subsequent to the last general announced price change. In the event contractor breaches this warranty, the prices of the product(s) shall be reduced accordingly and retroactively to date of such breach.
- 3.16 **Intellectual Property Warranty.** Contractor warrants that it is the owner of the software, or is licensed to sell the software, and that it has the legal right to grant License to the County of Macomb for the use thereof according to the terms of this Agreement.
- 3.17 **Intellectual Property Indemnity.** Contractor, at its own expense, shall (i) indemnify and defend, or at its option settle any claim, suit, or proceeding brought against County of Macomb by a third party alleging that any portion of the software infringes any United States patent, copyright, trade secret or other proprietary right of such third party (an "Infringement Claim"), and (ii) pay any reasonable costs and expenses incurred in defending or settling an Infringement Claim under this Agreement, or pay any settlement made by Contractor on such Infringement Claim.

If all or any material part of the software is, or in the opinion of the County of Macomb may become, the subject of a valid Infringement Claim, the Contractor shall at its expense promptly, either (i) replace the software with a compatible, functionally equivalent, non infringing software product, (ii) modify the software or take action so that the software becomes non infringing, or (iii) procure the right of the County of Macomb to continue using the software, all without any additional cost to the County of Macomb.

The Contractor's obligations under subsections (1) and (2) above are expressly conditioned upon and subject to (i) the Contractor having sole control of the defense and/or settlement of such Infringement Claim, (ii) the County of Macomb notifying the Contractor in writing of such Infringement Claim as soon as reasonably practicable and giving the Contractor authority to proceed as set forth in clause (1) above, and (iii) the County of Macomb at the Contractor's request, giving the Contractor all information known to the County of Macomb relating to such Infringement Claim and otherwise reasonably cooperating with Contractor in the defense and/or settlement of such Infringement Claim. The Contractor agrees to reimburse the County of Macomb for reasonable costs and expenses incurred by the County of Macomb in connection with providing such cooperation, against receipt of invoices therefore.



3.18 **Contract Provision Enforceability.** All warranties shall be construed as conditions as well as warranties. No waiver of a breach or of any provision of this agreement shall constitute a waiver of any other breach or provision. No modification, or change in, or departure from, or waiver of the provisions of this agreement shall be valid or binding unless approved by the County of Macomb in writing. The invalidity or non-enforceability of any particular provision of this agreement shall be construed in all respects as if such invalid or unenforceable provision was omitted.

3.19 **Termination.** The County of Macomb may cancel this agreement, in whole or in part, without liability to the County of Macomb, if deliverables are not made at the time and in the quantities specified, or in the event of a breach or failure of any of the other terms or conditions hereof.

The County of Macomb may terminate this agreement in whole or in part, at any time for its convenience, by notice to contractor in writing. On receipt by contractor of such notice, contractor shall, and to the extent specified therein, stop work, and the placement of subcontracts hereunder terminate work under subcontracts outstanding hereunder, and take any necessary action to protect property in contractor's possession in which the County of Macomb has or may acquire an interest. Any termination claim must be submitted to the County of Macomb within sixty (60) days after the effective date of termination.

Any cancellation or termination by County of Macomb whether for default or otherwise, shall be without prejudice to any claims for damages or other rights of the County of Macomb whether for default or otherwise.

In the event this agreement is cancelled or terminated or the product(s) purchased are rejected by the County of Macomb, contractor shall immediately refund to the County of Macomb all amounts which have been paid to the contractor.

The County of Macomb shall have the right to audit all elements of any termination claim and contractor shall make available to the County of Macomb on request all books, records, and papers relating thereto.

3.20 **Assignment.** Neither party may assign this agreement or any interest herein, including any performance or any amount due or may become due, without prior written consent from the other party. Consent shall not be unreasonably withheld.

3.21 **Trademarks.** The County of Macomb warrants that all of the trademarks the County of Macomb requests contractor to affix to the product(s) purchased are



those owned by the County of Macomb and it is understood contractor shall not acquire or claim any rights, title, or interest therein, or use any of such trademarks on any product(s) produced for itself or any one other than the County of Macomb.

- 3.22 **Escrow of Software Source Code.** Contractor shall provide a copy of the software source code to the County of Macomb for the purpose of insurance to the County should contractor cease business operations. In the alternative, contractor shall place source code in escrow with a licensed escrow agent.

- 3.23 **Payment Terms.** The tentative payment terms are as follows:

One-time charges: Upon service first productive use

On-going fees: month, quarterly, or annual billing

- 3.24 **Taxes.** Macomb County is a Michigan Municipal Corporation and as such is exempt from Federal Excise and Michigan Sales Taxes.

- 3.25 **Controlling Laws.** This agreement and the performance of the parties hereunder shall be controlled and governed by the laws of the State of Michigan



SECTION 4 – Redundant ISP REQUIREMENTS, SPECIFICATIONS and PRICING

4.1 Technical Solution

Please describe the following:

4.1.1 Network Infrastructure

- i. Backbone (physical cabling type, connecting electronics) 10-30MB Burstable Bandwidth
- ii. Points of Presence (POPs) in Macomb County, in Michigan, and outside of Michigan
- iii. Complete physical route diversity from the Primary DS3
- iv. Automatic failover capability and configuration from Macomb's primary DS3 connection to the redundant link.

4.1.2 Network Quality Assurance

- i. routing
- ii. redundancy
- iii. diversity
- iv. sparing
- v. backup
- vi. switching
- vii. monitoring
- viii. testing
- ix. DDP protection
- x. virtual Security
- xi. physical Security
- xii. firewall Security
- xiii. Other specify

4.1.4 Escalation Procedures

Provide written instructions with flow-chart/matrix for issue escalation with contact information (phone numbers and email).

4.1.5 Service Performance Availability and Reliability of Redundant Connection

- i. required availability of redundant connection: 99.9%
- ii. required error-free transmission rate of redundant connection: 99.9%
- iii. monthly failover testing at Macomb's request



4.1.6 **Facility Access**

- i. ISP agrees to permit County premises access in emergency situations (outages) for service and support if necessary.
- ii. ISP grants access keys and codes for County side (Z end) of the demarcation points for troubleshooting.

4.1.7 **Administration**

- i. Provide two administrative accounts to the County for verification of the devices on the A and Z end of the demarcation points for verification purposes.
- ii. Vendor provides map of physical route diversity as well as IP addressing scheme for the proposed solution.
- iii. Devices on A and Z end prohibit access after a defined number of failed attempts to sign on to the system.
- iv. Administrators will be able to change their own passwords
- v. Passwords will be encrypted on the devices and need encrypted client for access.
- vii. Administrators will be prompted for valid User ID and password upon login attempt on the devices at the A and Z end of the demarcation points.
- viii. Activity and usage reports for this link will be available on a monthly and annual basis on web pages for administrators.

4.1.8 **Business Continuity / Disaster Recover**

Describe your BC/DR plan and procedure in the event your facility incurs an outage

4.2 **Costing and Billing**

The following tables identify related cost items and are to be used to complete costing information. Table formats should be adhered to as much as possible; however, it is recognized that some variance can be expected. For instance, if services are bundled indicate this with a notation of "included." Pricing options available under differently packaged offerings should be attached as a separate section titled "Other Costing Options," and ensure all components are clearly identified along with relevant contract duration terms, if applicable.



4.2.1 Bandwidth Provisioning, Physical Circuit, Security, Equipment, Installation, Configuration, Failover Configuration, and Testing

Cost differentiation/menu for providing Burstable standby available service (dormant ready link) and Burstable ready available service (live in use link).

DESCRIPTION	COST – ONE TIME	COST – RECURRING	NOTES Specify terms here
10Mbps-30Mbps Ready			
10Mbps-30Mbps Standby			
Other, specify:			
TOTALS:			

***NOTE:** Please specify makes and models of hardware to be used for this established connection and any necessary items to be provided by Macomb County.



Attachment A

Bidder Compliance Worksheet

IMPORTANT NOTE: Bidder by submitting this bid agrees that bidder understands the stated paragraphs and agrees to comply in full.

Bidder shall mark the "Exception" column for each paragraph item that the bidder does not agree to comply in full. "Exceptions" to the stated requirements must be fully explained in an Appendix to the Bidder's response to the RFP with each paragraph item identified by number and description.

Paragraph	Description	Exception
	Section 2 – Instructions	
2.1	Definitions	
2.2	Proposal Submission	
2.3	Response due date	
2.4	Quantity of RFP responses	
2.5	Adherence to bid presentation requirements	
2.6	Original authorizing signature for response	
2.7	Bid response cost acceptance	
2.8	Bidder Meeting/Walkthrough	
2.9	Bid Opening	
2.10	Adherence to bid addressing requirements	
2.11	Final Award/Contract	
2.12	Contract Award Basis	
2.13	Right of Refusal	
2.14	Alternate Proposals	
2.15	Questions	
2.16	Response Format	
2.17	Offer Period	
2.18	Publication	
2.19	Delivery and Acceptance	
2.20	Equipment Age	



	Section 3 – Terms and Conditions	
3.1	Compliance with Laws	
3.2	Product Return	
3.3	Product Substitution	
3.4	Liability of Materials	
3.5	Acceptance	
3.6	Macomb County Employment Status	
3.7	Notice of Labor Disputes	
3.8	Advisement of Delays	
3.9	Licensure	
3.10	Insurance	
3.11	Indemnification	
3.12	Governmental Immunity	
3.13	Warranty	
3.14	Performance Warranty	
3.15	Price Warranty	
3.16	Intellectual Property Warranty	
3.17	Intellectual Property Indemnity	
3.18	Contract Provision Enforceability	
3.19	Termination	
3.20	Assignment	
3.21	Trademarks	
3.22	Escrow of Software Source Code	
3.23	Payment Terms	
3.24	Taxes	
3.25	Controlling Laws	

RECYCLABLE PAPER

RESOLUTION NO. _____

FULL BOARD MEETING DATE: _____

AGENDA ITEM: _____

MACOMB COUNTY, MICHIGAN

RESOLUTION TO: Adopt recommendation on printer cost savings as outlined in attached correspondence from the Information Technology Director, and forward to Budget Committee.

INTRODUCED BY: Commissioner Frank Accavitti, Jr., Chair, Technology and Communications Committee

COMMITTEE/MEETING DATE

TAC Committee March 16, 2009



INFORMATION TECHNOLOGY

10 N. Main St., 7th Floor
Mount Clemens, Michigan 48043
586-469-0524 FAX 586-469-6547
macombcountymi.gov

March 6, 2009

C. N. Zerkowski
Director

K. Barbieri
Deputy Director

TO: Commissioner Frank Accavitti, Jr., Chair
Technology and Communications Committee
Macomb County Board of Commissioners

FROM: Cyntia N. Zerkowski, Director
Information Technology 

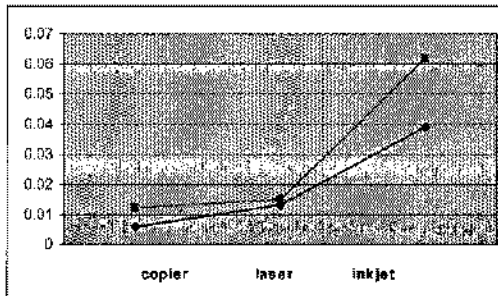
SUBJECT: Recommendation on Printer Cost Savings

In 2008, as a part of its Plan A budget reduction, Information Technology took the first steps toward printer consolidation as a way to reduce operational costs. The stipulation was that replacement printers would no longer be purchased where a nearby printer could be used. The printer maintenance budget was correspondingly reduced by \$10,000.00.

The end goal is to fully utilize the combined copier/printer machines. The interim goal is to reduce the individual printer population with a near-term focus on desktop printers. These goals are directly aligned with the increased cost-per-page for these three categories of printers.

Specifically, the cost-per-page to print using the copier/printer machines ranges from \$.006 to \$.0125; using a laser printer averages \$.013 - \$.015 and using an inkjet printer averages \$.039 to \$.062 (draft to near letter quality).

Graphically,



one can see the order of magnitude is significant for the inkjet's cost-per-page.

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Recommendation on Printer Cost Savings

Page two

As of the 2008 Plan A initiative, for the timeline of September 2008 through February 2009, 29 printers have been consolidated out of service. Of these, 17 have been used as replacements for printers that have broken down elsewhere and 8 were unusable. However, we are reaching the point where the ability to replace broken printers will not be feasible. Failing printers accounted for 494 trouble calls (10%) in 2008.

The current inventory of printers includes approximately 450 laser printers and 100 desktop printers. In order to continue the strategy towards consolidation, the following measures are recommended:

- 1) Place a complete moratorium on all desktop (inkjet and laser) printer purchases.
- 2) Place a moratorium on all inkjet cartridge purchases, including the restocking of inkjet cartridges at Central Stores.
- 3) When a desktop (inkjet or laser) printer breaks, it is to be removed and substituted with a routed network connection to the nearest copier/printer, and if none available, to the nearest networked laser printer.
- 4) Specialty printers are exempt from (1) through (3) above if the specialty function cannot be provided through an existing networked printer.
- 5) When a networked laser printer breaks, it is to be removed and substituted with a routed network connection to the nearest copier/printer, and if none available, to the nearest networked laser printer.
- 6) When an old copier is replaced, a complete analysis of the area's printing environment will be undertaken with the goal of consolidating all printing to the copier/printer machine and removing the laser printers.

If the above recommended measures are adopted, it will move us toward a consolidated copier/printer environment and provide a repair inventory for those situations requiring deployment of laser printers. Additionally, two cost savings opportunities will begin to be seen: (1) reduction in printer maintenance and (2) reduction of energy use.

Recommendation on Printer Cost Savings

Page three

While it is clearly recognized, that there are specific circumstances where individual printers will need to be used, by applying the general rule, it is estimated that the 100 desktop inkjet and 40 laser printers could be consolidated during 2009. Should the need arise to replace an old copier, the number of printers to be taken out of service would increase.

While power consumption varies with printer models, the inkjet printers are the equivalent of a 25 watt – 40 watt bulb when in use, and in some cases even if just powered on, and otherwise are generally the equivalent of a night light when idle. The laser printers are the equivalent of five (5) 100 watt bulbs when in use, and a 25 watt bulb when idle. This translates into an estimated \$1.80 - \$3.20 per day for the 100 inkjet printers and \$7.84 - \$18.04 per day for the 40 laser printers in energy costs.

By adopting these measures, expanding upon the 2008 Plan A budget reduction initiative, the consolidation benefits of economies of scale, simplification of the environment, cost savings and energy savings can continue to be reaped.

CZ/de

RECYCLABLE PAPER

RESOLUTION NO. _____

FULL BOARD MEETING DATE: _____

AGENDA ITEM: _____

MACOMB COUNTY, MICHIGAN

RESOLUTION TO: Receive and file information on Macomb County's Email Subscription Service

INTRODUCED BY: Commissioner Frank Accavitti, Jr., Chair, Technology and Communications Committee

COMMITTEE/MEETING DATE

TAC March 16, 2009



INFORMATION TECHNOLOGY

10 N. Main St., 7th Floor
Mount Clemens, Michigan 48043
586-469-0524 FAX 586-469-6547
macombcountymi.gov

C. N. Zerkowski
Director

K. Barbieri
Deputy Director

March 6, 2009

TO: Commissioner Frank Accavitti, Jr., Chair
Technology and Communications Committee
Macomb County Board of Commissioners

FROM: Cyntia N. Zerkowski, Director
Information Technology

SUBJECT: Email Subscription Service – Information Update

Macomb County purchased the GovDelivery email subscription service in 2004 as a means of proactively disseminating up-to-date information on the County's website to its constituents. Over the five years it has been in place, over 3,200,000 emails have been automatically sent out to nearly 14,000 subscribers.

In these five years, the total number of website pages for which a subscription can be enrolled has risen from 31 pages to 364 pages. Today, each subscriber averages 12 different web pages for updates, as compared to 3 pages per subscriber in 2004.

At the time Macomb County purchased the GovDelivery email subscription service, Macomb County also negotiated discount savings for its cities, villages and townships. To date, only the City of Fraser has purchased the service. The discounts varied by the community's population size, including no ongoing costs for communities whose population is under 10,000 (installation costs still apply).

GovDelivery recently announced its Web 2.0 collaborative offerings. These are currently being reviewed for applicability to our environment with the Office of Public Affairs. The GovDelivery offerings include: 1) collaboration, 2) blogging, and 3) tag cloud.

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Email Subscription Service
Page two

As Web 2.0 technologies allow for more seamless integration of interaction of municipal websites from the constituent perspective, GovDelivery has further reduced its pricing structure should Macomb County opt to provide the email subscription delivery service for all cities, villages and townships in the County. For a flat monthly fee of \$5,095.00 paid by the County, each municipality would receive:

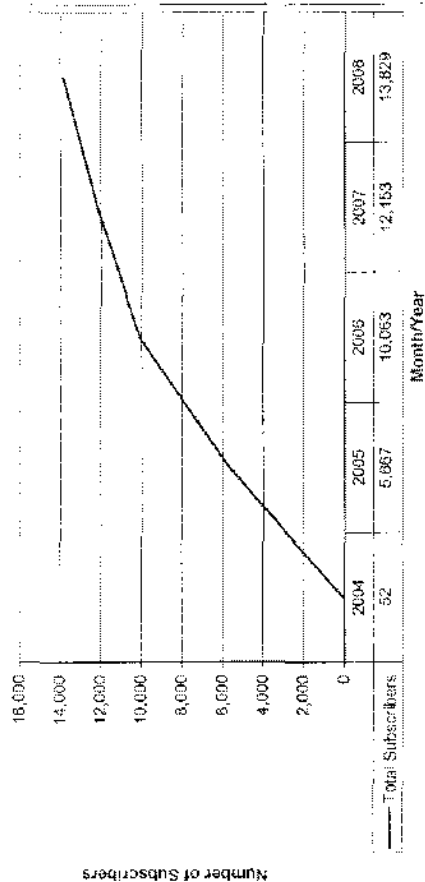
- Separate accounts for each municipality within the GovDelivery email subscription management system with functionality of linking (collaboration network) to the Macomb County email subscription account and website.
- Unlimited number of administrative users (municipality staff who can access to the back-end administration interface).
- Unlimited administrative user training of the system for staff at the 6 largest municipalities within Macomb County.
- Unlimited training hours for Macomb County staff to train administrative users at the other 21 municipalities (train-the-trainer).
- Unlimited email subscribers across all County municipalities.
- Unlimited email subscription topics across all County municipalities.

An overview of how some of these newer technologies may look on our website will be provided at the meeting, as the Web 2.0 concepts are best explained visually.

Macomb County, MI GovDelivery Usage Statistics

	Year Ending				Quarter Ending			
	2004	2005	2006	2007	2006	2007	2008	2008
General Information								
Total Subscription Items	31	238	267	297	364	324	324	364
New Items this Period	31	207	29	30	67	-4	0	40
Subscriptions								
Total Subscribers	52	5,667	10,063	12,153	13,829	13,005	13,569	13,829
New Subscribers - This Period	52	5,615	4,386	2,090	1,676	429	564	260
% Increase in subscribers		10798%	78%	21%	14%	3%	4%	2%
Total Subscriptions	160	38,705	115,514	141,101	162,272	151,948	157,975	162,272
New Subscriptions - This Period	160	38,545	76,809	25,587	21,171	3,655	6,027	4,297
Subscriptions per User	3	7	11	12	12	12	12	12
Outgoing Statistics								
Total Emails Sent To Date	160	268,365	886,280	1,883,226	3,233,885	2,261,795	2,674,439	3,233,885
New Emails - This Period	160	268,205	617,915	996,946	1,350,659	378,569	412,644	207,206
Email Rate Change (over last period)		167528.1%	130.4%	61.3%	35.5%	-82.0%	9.0%	-41.2%
Total ClickThroughs To Date		106,885	284,289	513,727	723,810	589,524	642,923	723,810
ClickThrough Rate - Overall		39.8%	32.1%	27.3%	22.4%	26.1%	24.0%	22.8%
ClickThrough Rate - This Period		39.9%	28.7%	23.0%	15.6%	20.0%	12.9%	16.7%

Subscriber Growth



Subscription Growth

RECYCLABLE PAPER

RESOLUTION NO. _____ FULL BOARD MEETING DATE: _____

AGENDA ITEM: _____

MACOMB COUNTY, MICHIGAN

RESOLUTION TO receive and file the report from the Director, Office of Public Affairs

INTRODUCED BY: Commissioner Frank Accavitti, Jr., Chair, Technology and Communications Committee

COMMITTEE/MEETING DATE

Technology and Communications 3-16-09



March 6, 2009

Monthly Report to the Technology & Communications Committee – March 2009

Office of Public Affairs highlights from February 2009 activities:

The Office of Public Affairs generated at least 50 newspaper stories in February with a potential readership of more than 7.3 million people.

OPA issued a news release Feb. 4 to promote the Alternative Energy Workshop for manufacturers, hosted by Macomb County Planning & Economic Development and NextEnergy. The Feb. 20 workshop was held at the Macomb Intermediate School District in Clinton Township. PED sent hundreds of e-mails about the event to its database of business people while OPA tried to push stories into the news media. The news release and media calls generated 13 stories about this event that either promoted or covered it. The potential readership was 1.4 million for this project alone. The workshop was on at least five newspaper front pages, including a feature story in the Macomb Daily.

OPA also negotiated a media sponsorship for the event with the Macomb Daily, which provided free advertising.

In the first week of February, PED had 60 people signed up. As the news coverage rolled out and intensified, registrations quickly jumped to 150, then 200. In the days immediately before the workshop, PED was up against capacity of 220 people. On arrival to begin the workshop, PED was greeted with a line of people waiting stand-by for any seats created by no-shows. Although PED accommodated an additional 50 guests – for a total of 270 – it still had a waiting list of more than 100 people.

On the day of the workshop, the Macomb Daily ran a front-page feature while Peggy Agar covered it for WXYZ-TV, Channel 7, and Dave Leval was there for MyTV20. While we were there, OPA also arranged an interview for Steve Cassin on Michigan Radio, 91.7-FM.

OPA also successfully promoted the State of the County Address, with announcements running in every newspaper circulating in Macomb County. We worked with the Clerk's Office and Information Technology to offer the first-ever live audio of the speech over the Internet. Attendance at the event was 327; 400 people listened to the speech on the Web. We had coverage by the Detroit Free Press, Detroit News, Macomb Daily, Crain's Detroit Business, WWJ-AM, Michigan Radio, C&G Newspapers, Clinton Township cable and Mount Clemens cable. We arranged with Mount Clemens cable to tape the speech and provide us with a DVD that we copied and mailed to all cable outlets in the county to broadcast throughout the month. OPA also made arrangements with WWJ-TV, our CBS affiliate, to run the speech in March along with the addresses made by the Oakland and Wayne county executives.

RECYCLABLE PAPER

RESOLUTION NO. _____

FULL BOARD MEETING DATE: _____

AGENDA ITEM: _____

MACOMB COUNTY, MICHIGAN

RESOLUTION TO receive and file the report from the Lobbyist

INTRODUCED BY: Commissioner Frank Accavitti, Jr., Chair, Technology and Communications Committee

COMMITTEE/MEETING DATE

Technology and Communications 3-16-09



Governmental Consultant Services, Inc.
120 N. Washington Square, Lansing, Michigan 48933
Phone: 517-484-6216 Fax: 517-484-0140

MEMORANDUM

TO: Commissioner Frank Accavitti
FROM: Erik Hingst
DATE: March 6, 2009
RE: Technology and Communications Committee Report

2009-10 Budget Recommendation:

On February 12th, state Budget Director Bob Emerson presented Governor Granholm's spending plan for Michigan's 2010 fiscal year. The \$9.9 billion recommendation maintains traditional sources of state support, including:

- \$22 million for county roads.
- \$2.5 million for county substance abuse programs.
- And several million for a myriad of county health department programs, such as smoking and pregnancy prevention and childhood lead and sexually transmitted disease control.

Clearly, "earmarking" or expanding the state's limited resources in the FY 2010 budget will be a Herculean assignment. Consider that Governor Granholm's budget already banks on \$500 million in federal stimulus money, yet still prescribes \$670 million in cuts that would encompass:

- Laying-off some 1,500 state employees.
- A 3 percent reduction in state support for Michigan's 15 public universities.
- Closing the State Police Crime Lab in Marquette, as well as three state correctional facilities.
- Elimination of the Michigan Department of History, Arts and Libraries; and
- Ending the Michigan State Fair.

Note, too, that Governor Granholm's budget – while proposing elimination of operational support for statewide arts and cultural programs – recommends as much as \$100 million for a capital outlay appropriation to help such institutions with various building projects. Here, too, we will work with county leaders to identify projects that might qualify for these resources.

Road Commission Bills:

The Senate has reintroduced legislation to allow county boards of commissioners to vote to dissolve their respective county road commission. As we have discussed, Senate Bills 124 and 125 would transfer the function of a county road commission to the county board of commissioners. We have

already talked with the bill sponsors and committee chairs about amending those bills to include the Macomb specific language we pursued last session to allow a county over 800,000 to write the process into the charter.

Representative Fred Miller has also put in a bill request for the Macomb specific language to provide us a second avenue of attack.

Bill Tracking:

- **House Bill 4102:** This bill would require local assessors to include adjacent foreclosed properties in their market analyses of a home's assessable value.
- **House Bill 4129:** This bill would limit increases in a home's taxable value when its assessable value decreases.
- **House Bill 4135:** This bill would deny increases in a home's taxable value when its market value decreases.
- **House Bill 4136:** This measure would revise the jail diversion program to individuals with mental illness and / or disability.
- **House Bill 4171:** This bill would provide for using the county real estate transfer tax to subsidize a housing trust fund.
- **House Bill 4428:** The measure would earmark a percentage of the use tax on leased motor vehicles to the Comprehensive Transportation Fund, which supports local bus operations.
- **Senate Bill 1:** The bill seeks to repeal immediately the 21.99 percent surcharge on the Michigan Business Tax.
- **Senate Bills 32 and 33:** These bills require a 90-day notice of eviction to tenants of foreclosed properties and allow a lease to continue after a property is foreclosed, respectively.
- **Senate Bill 39:** The bill would extend governmental immunity to police officers for injuries caused while rendering assistance to an outside jurisdiction.